Start Date of Period	01/01/03
End Date of Period	04/25/03
Total Number of Days in Period	115
Total Number of Hours in Period	2760
Total Number of Sundays in Period	16
Total Number of Mondays in Period	16

Component			DI Queue Manger	Total _{MW} (hours)	Total _o - EAI Related Outages (hours)	Total _o - Total (EAI + Other) Outages (hours)	% Availability EAI Related Outages	% Availability Total (EAI + Other) Outages
EAI Bus 1	EAIP1	SU35E14	N/A	96	0.0	0.0	100.0%	100.0%
EAI Bus 2	EAIP2	SU35E3	N/A	96	6.8	11.9	99.7%	99.6%
Source System		Target System						
Central Processing System	CPS	COD	EAIP1	32	0.0	0.0	100.0%	100.0%
Common Origination & Disbursement	COD	CPS	EAIP2	96	6.8	6.8	99.7%	99.7%
Common Origination & Disbursement	COD	DLSS	EAIP2	96	6.8	6.8	99.7%	99.7%
Common Origination & Disbursement	COD	NSLDS	EAIP2	96	6.8	6.8	99.7%	99.7%
Common Origination & Disbursement	COD	SAIG	EAIP1	96	0.0	0.0	100.0%	100.0%
Direct Loan Servicing System	DLSS	CMDM	EAIP2	96	6.8	6.8	99.7%	99.7%
eCampus Based	eCB	FMS	EAIP2	96	6.8	6.8	99.7%	99.7%
FAFSA 7.0	FAFSA	CPS-FAFSA	N/A	32	0.0	14.1	100.0%	99.5%
Financial Management System	FMS	COD	EAIP2	96	6.8	6.8	99.7%	99.7%
Lender Reporting System (LaRS)	LaRS	NSLDS	EAIP1	96	0.0	0.0	100.0%	100.0%
Loan Origination Web (LOWeb)	LOWeb	COD	N/A	288	0.0	0.0	100.0%	100.0%
Mellon Bank File	Mellon	FMS	EAIP2	96	6.8	6.8	99.7%	99.7%
National Student Loan Data System	NSLDS	COD	EAIP1	100	0.0	0.0	100.0%	100.0%
National Student Loan Data System	NSLDS	FPDM	EAIP2	100	6.8	6.8	99.7%	99.7%
National Student Loan Data System	NSLDS	eCB	N/A	100	0.0	0.0	100.0%	100.0%
National Student Loan Data System	NSLDS	Ombudsman	N/A	100	0.0	0.0	100.0%	100.0%
Post-Education Participant System	PEPS	COD	EAIP1	96	0.0	0.0	100.0%	100.0%
Post-Education Participant System	PEPS	eCB	EAIP2	96	6.8	6.8	99.7%	99.7%
Post-Education Participant System	PEPS	FPDM	EAIP2	96	6.8	6.8	99.7%	99.7%
Student Aid Internet Gateway	SAIG	COD	EAIP1	96	0.0	0.0	100.0%	100.0%

EAI Related Outages

					Length of O		utage
			Transactional	File Transfer			Total
Date	Description	Interface Affected	Data Impact	Impact	Hours	Mins	hours
1/11/2003	MQSeries on SU35E3 hung	SU35E3	Degradation of Service - All real- time transactions automatically routed to clustered EAI server (SU35E14).	Service Outage - All bulk file transfers via Data Integrator were queued until MQ Series was restarted.			
					1	45	1.75
1/25/2003	MQSeries on SU35E3 hung	SU35E3	Degradation of Service - All real- time transactions automatically routed to clustered EAI server (SU35E14).	Service Outage - All bulk file transfers via Data Integrator were queued until MQ Series was restarted.			
					2	8	2.13
2/8/2003	MQSeries on SU35E3 hung	SU35E3	Degradation of Service - All real- time transactions automatically routed to clustered EAI server (SU35E14).	Service Outage - All bulk file transfers via Data Integrator were queued until MQ Series was restarted.			
					1	45	1.75
2/15/2003	MQSeries on SU35E3 hung	SU35E3	Degradation of Service - All real- time transactions automatically routed to clustered EAI server (SU35E14).	Service Outage - All bulk file transfers via Data Integrator were queued until MQ Series was restarted.			
					1	10	1.17
3/23/2003	Required MQSeries files were deleted causing an FMS interface problem	HPV2	None, Problem was encountered during a negotiated change window	None, Problem was encountered during a negotiated change window	0	0	0.00

Transactorial Transactoria		elated Outages		T1	File Treesfee	Length of Outage		
1/1/2000 The CICS DPL bridge on CPS was CPS-FAFSA Information stored on CPS was None.	te	Description	Interface Affected	Data Impact	File Transfer Impact	Hours	Mins	Total hours
1/1/2003 The CICS DPL bridge on CPS was down CPS-FAFSA information stored on CPS was unavailable to FAFSA users. Users received a message, We see unable to confirm your request. Try again later and successfully. 1/10/2003 The CICS DPL bridge on CPS was down CPS-FAFSA information stored on CPS was unavailable to FAFSA users. Users received a message, We request. Try again later and their transactions were processed successfully. 1/11/2003 The CICS DPL bridge on CPS was down CPS-FAFSA information stored on CPS was unavailable to FAFSA users. Users received a message, We are unable to confirm your request. Try again later and their transaction was queued. Once fixed, all queued transactions were processed successfully. 1/12/2003 The CICS DPL bridge on CPS was down CPS-FAFSA information stored on CPS was unavailable to FAFSA users. Users received a message, We are unable to confirm your request. Try again later and their transaction was queued. Once fixed, all queued transactions were processed successfully. 1/21/2003 The CICS DPL bridge on CPS was down 1/21/2003 The CICS DPL bridge on CPS was down CPS-FAFSA. CPS-FAFSA Approximately 5000 FAFSA users. Users received a message, We are unable to confirm your request. Try again later and their transactions were processed successfully. 2/1/2/2003 Mainframe and EAI MQ Series Support reported contention for the potential process of	1/2/2003	The CICS DPL bridge on CPS was	CPS-FAFSA	Information stored on CPS was unavailable to FAFSA users. Users received a message, 'We are unable to confirm your request: Try again later' and their transaction was queued. Once fixed, all queued transactions were processed	None.			
down Inavailable to FAFSA users. Users received a message. We are unable to confirm your their transactions were processed usuccessfully. 1/11/2003 The CICS DPL bridge on CPS was down CPS-FAFSA Information stored on CPS was unavailable to FAFSA users. Users received a message. We are unable to confirm your their transactions were processed usuccessfully. 1/21/2003 The CICS DPL bridge on CPS was down CPS-FAFSA Information stored on CPS was unavailable to FAFSA users. Users received a message. We are unable to confirm your their transactions were processed usuccessfully. 1/21/2003 The CICS DPL bridge on CPS was down CPS-FAFSA Information stored on CPS was unavailable to FAFSA users. Users received a message. We required to the confirmation of the processed usuccessfully. 2/12/2003 Mainframe and EAI MQ Series Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contention for the production DB2 deta bases Support reported contenting the formation of the production bases of the productio	1/7/2003	The CICS DPL bridge on CPS was down	CPS-FAFSA	unavailable to FAFSA users. Users received a message, "We are unable to confirm your request: Try again later' and their transaction was queued. Once fixed, all queued transactions were processed	None.	0	43	0.72
1/11/2003 The CICS DPL bridge on CPS was down information stored on CPS was unavailable to FAFSA users. Users received a message, We are unable to confirm your nequest. Try again later and once to the confirmation of the processed successfully. 1/21/2003 The CICS DPL bridge on CPS was down information stored on CPS was unavailable to FAFSA users. Users received a message, We are unable to confirm your nequest. Try again later and once for the confirmation of the production with the confirmation of the production DB2 data bases between the ordiner FAFSA users. Users received a message, We are unable to confirm your nequest. Try again later and once for the production DB2 data bases between the ordiner FAFSA users. Users received a message, We are unable to confirm your nequest. Try again later and once for the production DB2 data bases between the ordiner FAFSA users. Users received a message, We are unable to confirm your nequest. Try again later and once for the production DB2 data bases under the ordiner FAFSA users were production DB2 data bases between the ordiner FAFSA users were production DB2 data bases between the ordiner FAFSA ordiners were production DB2 data bases between the ordiner FAFSA users were experienced timeouts when performing a school code, or submitting their production DB2 data bases between the ordiner FAFSA physically failed. As a result, the file system (Asport/data/magn mounted on HPV1, used by CPS-FAFSA physically failed. As a result, the file system (Asport/data/magn mounted on HPV1, use unavailable to SUSE3 and the SAFSA transactions to CPSP were building up because the OAM OSMC take (opies images to tapply was in the highest priority all magnetic processing capacity capacity or the province of the production of the province of	1/10/2003	The CICS DPL bridge on CPS was down	CPS-FAFSA	unavailable to FAFSA users. Users received a message, 'We are unable to confirm your request: Try again later' and their transaction was queued. Once fixed, all queued transactions were processed	None.	0	20	0.47
1/21/2003 The CICS DPL bridge on CPS was down information stored on CPS was buravailable to FAFSA users. 1/21/2003 Mainframe and EAI MQ Series 2/12/2003 Mainframe and EAI MQ Series 2/12/2003 Mainframe and EAI MQ Series 3/2004 Support reported contention for the between the colline FAFSA are sequenced framactions were processed accessfully asset of the content of the between the colline FAFSA seasons the CAM Image Copies, and the SAIG batch job season of the SAIG batch job	1/11/2003	The CICS DPL bridge on CPS was down	CPS-FAFSA	unavailable to FAFSA users. Users received a message, 'We are unable to confirm your request: Try again later' and their transaction was queued. Once fixed, all queued transactions were processed	None.			1.20
2/18/2003 Mainframe and EAI MD Series Support reported contention for the production DB2 data bases between the crisine FAFSA sures represented timeous when performing a school code lockup or submitting their establishment of the production DB2 data bases between the crisine FAFSA sures reported contention of the production DB2 data bases between the crisine FAFSA sures reported to the production of the p	1/21/2003		CPS-FAFSA	unavailable to FAFSA users. Users received a message, 'We are unable to confirm your request: Try again later' and their transaction was queued. Once fixed, all queued transactions were processed	None.			0.57
2/13/2003 Al Jamanica disk on HPV1, used by EA severe VISASE3, hybrigatility failed. As a result, the file system supportfoctatingm mounted by 10/35 and 10/	2/12/2003	Support reported contention for the production DB2 data bases between the online FAFSA sessions the OAM Image Copies,	CPS-FAFSA	users experienced timeouts when performing a school code lookup or submitting their application. No applications	None.			0.92
building up because the OAM session time outs, but ACSMC task (copies framges to tappl) was in the highest priority processing class and consuming capacity. 3/8/2003 OAM SSSC transage synup3/9/18/19 CPS-FAFSA with prevented additional images to be stored by the IDC application. This, in turn caused IDC MOSeries messages to fill up a system pageset that was shared between the IDC and FAFSA. 3/8/2003 Scse of challer religions for the expension of the IDC application. This, in turn caused IDC MOSeries messages to fill up a system pageset that was shared between the IDC and FAFSA. 3/8/2003 Scse of challer religions for the expension of the state of the IDC and FAFSA. 3/8/2003 The autonomy properties file FAFSA Demo Prod School Code None.	2/18/2003	EAI server SU35E3, physically failed. As a result, the file system /export/data/mgm mounted on	SU35E3	transactional traffic failed over to	Larger batch transactions were delayed.	_	33	
up which prevented additional positive image store process were un-usable during this time application. This, in turn caused IDC McSeries messages to fit up a system pageset that was athered application. An application of the system pageset that was athered application of APSA application of APSA application of APSA application was unavailable to users. 3 59 3/18/2003. Loss of cluster objects for the expension of queue manager unavailable to users. 4 53 3/27/2003 The autonomy properties file FAFSA PAFSA Demo Prod School Code None.	3/3/2003	building up because the OAM OSMC task (copies Images to tape) was in the highest priority processing class and consuming all available CPU processing	CPS-FAFSA	session time outs, but applications that were submitted	None.		18	5.08
3/18/2003.loss of cluster objects for the reposition of the reposition of the reposition of the reposition of the state of the reposition of	3/8/2003	up which prevented additional images to be stored by the IDC application. This, in turn caused IDC MQSeries messages to fill up a system pageset that was shared between the IDC and FAFSA	CPS-FAFSA	online image store process were	None.	0	10	3.83
3/27/2003 The autonomy properties file FAFSA FAFSA Demo Prod School Code None. (//www/fotwdemo/autonomy) was Lookup and search functions not	3/18/2003	Loss of cluster objects for the	CPS-FAFSA	The FAFSA application was unavailable to users.	None.			
missing on SU35E9 available to users.	3/27/2003	The autonomy properties file	FAFSA	FAFSA Demo Prod School Code	None.	4		0.98
4/10/2003 The cluster channels on the mainfarmer showed to be in a nu state, however, on the servers, the channels showed to be stopped. CPS-FAFSA Users not getting confirmation Also, during this time, FASS on the users. This issue caused to the users. This issue caused to 1000 - reassages to be stalled. All transactions for the mainfarma were queued and processed once the channels became operational.	4/10/2003	mainframe showed to be in a run state, however, on the servers, the	CPS-FAFSA	responses on transactions. Also, during this time, FAFSA on the mainframe is unavailable to the users. This issue caused 1000+ messages to be stalled. All transactions for the mainframe were queued and processed once the channels	None.		59	0.98
				<u> </u>		1	5	1.08

2 of 2 Appendix F EAI Architecture Availability Summary.xls